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| Support and services for people in care relationships |
| Supporting people in care relationships |

## Victoria has legislation that recognises, promotes and values the role of carers.

The *Carers Recognition Act 2012* acknowledges the important contribution that people in care relationships make to our community and the unique knowledge that carers hold of the person in their care. Carers might seek information about support from many different places, including the local GP, local council or community health centre. Supports for carers are also available from peak bodies and other organisations.

## General support and services

### Carers Victoria

Advice, information and support to carers to improve their health, wellbeing, capacity and resilience

**Telephone: 1800 242 636**

**Website: Carers Victoria <www.carersvictoria.org.au/>**

### Victorian Aboriginal Health Service

Services in Home and Community Care and Aged Care, Mental Health and Maternal and Child Health

**Telephone: 03 9403 3300**

**Website: Victorian Aboriginal Health Service <www.vahs.org.au>**

### Ethnic Communities Council of Victoria

Information about community and aged care services provided by ethnic and multicultural organisations

**Telephone: 03 9349 4122**

**Website: Ethnic Communities Council of Victoria <www.eccv.org.au/aged-care/aged-care-resources/>**

### Palliative Care Victoria

Advice, information and support for people caring for someone with a life-limiting or terminal illness

**Telephone: 03 9662 9644**

**Website: Palliative Care Victoria <www.pallcarevic.asn.au/>**

### Australian Government Carer Gateway

A national online and phone information service for connection to local carers supports

**Telephone: 1800 422 737**

**Website: Carer Gateway <www.carergateway.gov.au>**

### Australian Government Department of Social Services

Summarises support services for carers of people with a disability, a medical condition, who have mental illness, or who are frail older people

**Website: Australian Government Department of Social Services <www.dss.gov.au/disability-and-carers/>**

## Aids and equipment support

### Aids and Equipment Program

Subsidised aids, equipment, home and vehicle modifications

**Telephone: 1300 783 783 (03 9096 0133 for hearing impaired)**

**Website: Department of Health and Human Services <www.dhs.vic.gov.au/for-individuals/disability/aids-and-equipment>**

## Financial support

### Centrelink

The range of payments for eligible carers

**Telephone: 132 717**

**Website: Australian Government Department of Human Services <www.humanservices.gov.au/customer/dhs/centrelink>**

## Card and travel supports

### Victorian Carer Card

Access to discounts and benefits for primary carers at participating businesses and community organisations

**Telephone: 1800 901 958**

**Website: Victorian Carer Card <carercard.vic.gov.au>**

### Companion Card

A card for eligible people with a significant, permanent disability who need attendant care to access and participate in community activities for free or for a reduced price

**Telephone: 1800 650 611**

**Website: Companion Card <www.companioncard.org.au>**

### Free weekend travel

Free travel on metropolitan transport and regional bus services for eligible carers

**Telephone: 1800 800 007**

**Website: Public Transport Victoria <ptv.vic.gov.au/tickets/free-travel-passes/free-weekend-travel/>**

### Victorian Patient Transport Assistance

Some travel and accommodation costs for specialist medical treatment visits out of your local area

**Telephone: 1300 737 073**

**Website: Health.vic <health.vic.gov.au/ruralhealth/patient-transport-assistance.htm>**

### Multi-Purpose Taxi Program

Subsidised taxi fares for people with severe and permanent disabilities

**Telephone: 1800 638 802**

**Website: Taxi Services Commission <www.taxi.vic.gov.au/passengers/mptp>**

## Young carers

### Young Carer Bursary Programme

Continuation or return to study for young carers

**Website: Carers Australia Young Carer Bursary Programme <bursaries.youngcarers.net.au/content/what-young-carer-bursary-programme>**

## Older carers and carers of older people

### Victorian Support for Carers Program

Respite and support for older carers and carers of older people

**Website: Health.Vic <www2.health.vic.gov.au/ageing-and-aged-care/supporting-independent-living/supporting-people-in-care-relationships>**

### MyAgedCare

Help to navigate the aged care system and services and support for carers

**Telephone: 1800 200 422**

**Website: Australian Government Department of Social Services <www.myagedcare.gov.au/>**

### Victorian Carer Services Network – Respite Seeker

Respite mainly for carers of older people

**Website: Victorian Carer Services Network <www.respiteseeker.com.au>**

### National Dementia Helpline (Alzheimer’s Australia)

Information, advice and other services for people with dementia, their families, friends and carers

**Telephone: 1800 100 500**

**Website: Alzheimer’s Australia <fightdementia.org.au/about-us/contact-us>**

### Council on the Ageing Victoria – Seniors Information Victoria

Information on support to help older people live at home

**Telephone: 1300 135 090**

**Website: Council on the Ageing Victoria <cotavic.org.au/information/seniors-information-victoria/>**

## Carers of people with a mental illness

### For immediate help

### Lifeline

**Telephone: 13 11 14**

**Website: Lifeline <lifeline.org.au/>**

### Suicide Line

**Telephone: 1300 651 251**

**Website: SuicideLine <suicideline.org.au/>**

### Tandem Inc

Information and resources for Victorian carers of people with a mental illness

**Telephone: 03 8803 5555**

**Website: tandem <www.tandemcarers.org.au>**

### Mind Carer Helpline

Confidential information, support and referral for families, carers and friends of people with a mental illness, and advice for health professionals and other interested groups

**Telephone: 1300 554 660**

**Website: Mind Australia <www.mindaustralia.org.au/>**

### Mental Health Respite

Carer support located in organisations across Victoria

**Website: Australian Government Department of Social Services <www.dss.gov.au/our-responsibilities/mental-health/programs-services/mental-health-respite-carer-support>**

### SANE Carers Forum

An anonymous online space for carers of someone living with mental illness to share stories and help each other

**Website: SANE Australia Carers Forum <saneforums.org/t5/Carers-Forum/ct-p/carers-forum>**

### Children of Parents with Mental Illness

Information and resources for children whose parents have a mental illness

**Website: Children of Parents with Mental Illness <www.copmi.net.au>**

## Carers of people with a disability

### Department of Health and Human Services Statewide Intake and Response Services

Information about supports for people with disability and carers in local areas

**Telephone: 1800 783 783**

**Website: Department of Health and Human Services <www.dhs.vic.gov.au/for-individuals/disability>**

### National Disability Insurance Scheme

Information, referral and linkage for families and carers of people with a disability

**Website: National Disability Insurance Scheme <www.myplace.ndis.gov.au/ndisstorefront/families-carers.html>**

### HACC program for younger people

Services for younger people with disabilities and their carers

**Website: Department of Health and Human Services**

**<www2.health.vic.gov.au/ageing-and-aged-care/home-and-community-care>**

### Association for Children with Disability

Support groups for families who have children with disability

**Telephone: 03 9818 2000 or**

**(Rural callers) 1800 013 654**

**Website: Association for Children with Disability <acd.org.au>**

### Respite Victoria (Disability Services respite)

Information about available disability respite services in local communities through an interactive website

**Website: Respite Victoria <www.respitevictoria.org.au>**

### Action on Disability within Ethnic Communities

Support groups for people from culturally diverse backgrounds

**Telephone: 1800 626 078**

**Website: Action on Disability within Ethnic Communities <www.adec.org.au/>**

### MyTime groups

Support for people caring for a child with a disability or chronic medical condition

**Website: MyTime <www.mytime.net.au/>**

### Raising Children Network

Information for parents on raising children with disability

**Website: Raising Children Network <raisingchildren.net.au/>**

### Yooralla

Information on supports for carers

**Telephone: 03 9666 4500, TTY 03 9916 5899**

For a language other than English 131 450

**Website: Yooralla support for carers <www.yooralla.com.au/Carers/Support-for-carers>**

### Yooralla Electronic Communication Devices Scheme

Specialist equipment to help with speech

**Telephone: 1300 885 886**

**Website: Yooralla <www.yooralla.com.au/>**

## Carers of children and young people

### Foster Care Association of Victoria

Representative organisation for Victorian foster carers and foster carers transitioning to permanent carers

**Telephone: 03 9416 4292**

**Website: Foster Care Association of Victoria <www.fcav.org.au>**

### Kinship Carers Victoria

Representative organisation for people caring for children involved with Child Protection

**Telephone: 03 9372 2422**

**Website: Kinship Carers Victoria <kinshipcarersvictoria.org/>**

### Parentline Victoria

Support, counselling and parent information

**Telephone: 1300 301 300**

**Website: Parentline Victoria <www.education.vic.gov.au/about/contact/Pages/parentline.aspx>**

### Siblings Australia

Information and support for brothers and sisters

**Website: Siblings Australia <siblingsaustralia.org.au>**

### Grandparent Advisers (Centrelink)

Support for grandparents with carer responsibilities for their grandchildren – available to statutory and non-statutory grandparent carers

**Telephone: Women: 1800 245 965 Men: 0421 915 475**

**Website: Australian Government Department of Human Services <www.humanservices.gov.au/customer/services/centrelink/grandparent-advisers>**

### Victorian Aboriginal Child Care Agency (VACCA)

Services and programs that reinforce Aboriginal culture and encourage best parenting practices, advocating for the rights of Aboriginal people

**Telephone: 03 9287 8800**

**Website: Victorian Aboriginal Child Care Agency <www.VACCA.org.au>**

### Post Placement Support Service

Education, training and support for professionals, agencies and parents, carers and children connected in kinship care, permanent care and adoption

**Telephone: 03 9020 1833**

### Financial support guide for home-based carers

Information on Victorian and Commonwealth Government supports that can assist carers in meeting the needs of children and young people in their care

**Website: Department of Health and Human Services <www.dhs.vic.gov.au/for-individuals/children,-families-and-young-people/kinship-foster-and-other-care/support-for-carers-in-victoria>**

## Further information

Visit the Victorian Legislation and Parliamentary Documents website for a copy of the Carers Recognition Act <www.legislation.vic.gov.au>.

Visit the Department of Health and Human Services website for information about the Act and the charter <www.dhs.vic.gov.au/carersact>

Other information on this website includes:

* Information for people in care relationships information sheet
* What the Carers Recognition Act 2012 says information sheet
* Responsibilities and obligations of government and organisations information sheet
* Supporting people in care relationships in Victoria poster
  + Supporting people in care relationships in Victoria postcard in six languages.

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